

Date: September 30, 2023

Dear Investors,

Subject: Enhancing investor awareness on Online Dispute Resolution Mechanism

To enhance the awareness of investors of the Company about the availability of the ODR Mechanism at Stock Exchanges, we wish to inform you that the SEBI vide its Circular dated July 31, 2023 read with SEBI Circular dated August 4, 2023 had established a common Online Dispute Resolution Portal (“ODR Portal”) which will harness online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

As per the said Circular, an investor shall first take up his/her/their grievance with the listed entity by lodging a complaint directly with the concerned listed entity and if the grievance is not redressed satisfactorily, the investor may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal, in accordance with the process laid out therein. After exhausting all available options for resolution of the grievance, if the investor is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the ODR Portal at <https://smartodr.in/login>.

Investors may also refer to the modalities and operational guidelines of the ODR Portal including timelines for review/resolution of complaints filed through the Portal, manner of proceedings to be conducted by the ODR institutions, role and responsibilities of Market Infrastructure Intermediaries, code of conduct for Conciliators and Arbitrators etc. as provided in the SEBI Circulars dated July 31, 2023 and August 4, 2023.

For further details, investors can refer the said Circular available on the website of the Company at [https://www.shalby.org/wp-content/uploads/2023/09/SEBI-Circular-on-Online-Dispute-Resolution\\_July-31-2023-and-updated-as-on-August-4-2023.pdf](https://www.shalby.org/wp-content/uploads/2023/09/SEBI-Circular-on-Online-Dispute-Resolution_July-31-2023-and-updated-as-on-August-4-2023.pdf).

For **Shalby Limited**

**Tushar Shah**  
**AVP & Company Secretary**

**Note: This is a computer generated letter and does not require signature.**

**SHALBY LIMITED**

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CIN: L85110GJ2004PLC044667